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ARIZONA CORPORATION COMMISSION

ORIGINAL

August 19, 2016

To: Docket Control

RE: ARIZONA PUBLIC SERVICE – Customer Comments

Docket No. E-01345A-16-0036 and E-01345A-16-0123

Please docket the attached 3 customer comments opposing the above filed case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED

AUG 22 2016

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2016 AUG 22 A 8:49

E-01345A-16-0123

E-01345A-16-0036

Arizona Corporation Commission Utilities Complaint Form

Investigator: Roxanne Best **Phone:** <<< REDACTED >>> **Opinion Date:** 8/17/2016
Opinion Number: 2016 - 133941 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 8/17/2016 9:10 AM

First Name: Cynthia **Last Name:** Butler **Account Name:** Cynthia Butler
Address: <<< REDACTED >>>
City: Phoenix **State:** AZ **Zip Code:** 85012
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Arizona Public Service Company **Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

First, I would like to say I am and always will be eternally grateful to APS for 20 of the best years of employment in my life. However, the proposed new rate increase is totally excessive. Normally, I don't comment on these matters but lately, even with a house that is under 1,500 sq. ft. and has had new sealed doors installed with extra insulation put in the attic, shade blinds on all windows and a new air conditioner, my electric bill in July was over \$300.00 which is one-third my take home APS pension and I have kept the cooling much warmer than I am comfortable with. This is where a retiree draws the line. How much more could they possibly ask of the average person? Even my 94 year old mother keeps her home so hot I worry about her safety while she is trying to save a buck. I have friends who live in homes that are so small and hot I won't visit them in the summer months and they keep ALL of their lights, radios, TVs and fans off with shades drawn and they live like animals to be able to afford their current electric bill. They won't even turn their ovens on for cooking. Paying more on their electric bill means them going without part of the groceries they would like to buy and they work for the City of Phoenix who has cut salaries and raises year after year. I have personally seen the waste APS affords itself - believe me. With so many layers of management upon management, I personally worked in a department where the management outweighed the non-management employees by more than 2 to 1 with the layers of management being paid well while everyone else settled for tiny yearly raises if they were lucky enough to get a raise at all. From the retiree grapevine I hear that nothing has changed. Let's stop the waste, if I have to live on a budget as my friends and family do then APS should learn to function within their budget and their budget should not be an unending supply of money provided by rate increases via the Corporation Commission and passed onto the customers. A 5.74% rate increase is going to add almost \$20 a month minimum to the little people with small houses while retired folks don't have the benefit of offsetting the cost of that. APS pensions don't allow cost of living raises and Social Security certainly doesn't give retired people a 5.74% increase yearly. Even the County can freeze a homeowner's tax rates if they earn under a certain amount and are of a certain age, maybe our electric company could take a lesson from that. Please only allow APS only a rate increase that does not include waste, political contributions and unnecessary promotions compared to amounts of employees. They need to work more wisely and within a reasonable budget with little room for waste. Thank you and please take my words into consideration. Cynthia Butler APS Retiree

Investigation

Date:	Analyst:	Submitted By:	Type:
8/17/2016	Roxanne Best	Web Submission	Investigation

Comments noted for record and docketed. Closed.

E-01345A-16-0123

E-01345A-16-0036

Arizona Corporation Commission Utilities Complaint Form

Investigator: Roxanne Best	Phone: <<< REDACTED >>>	Opinion Date: 8/17/2016
Opinion Number: 2016 - 133956	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 8/17/2016 10:58 AM	

First Name: Deborah	Last Name: Kepler	Account Name: Deborah Kepler
Address: <<< REDACTED >>>		
City: Scottsdale	State: AZ	Zip Code:
Email: <<< REDACTED >>>		

Company: Arizona Public Service Company	Division: Electric
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Nature Of Opinion

Docket Number: E-01345A-16-0036 **Docket Position:** Against

From: Debbie

Sent: Tuesday, August 16, 2016 9:00 AM

To: Utilities Div - Mailbox <UtilitiesDiv@azcc.gov>

Subject: Docket No. e-01345A-16-0036

I ask that you seriously consider rejecting any rate increase of any kind for APS. The application estimates a 5.74% rate increase for consumers. Our APS and Cox Cable bills are increasing dramatically, while the consumer is struggling greatly to keep up. Those persons on fixed incomes (Social Security) had NO increase via COLA in 2015 and, due to the method used, will undoubtedly receive none this year, since the Fed will be unlikely to increase interest rates. Thus, we are still trying to pay our utility bills on 2014 income. Our middle class is drowning in debt, trying to operate on incomes that in real wages are those paid in 1996. Banks are charging interest rates substantially higher than they pay consumers. For example, my home equity loan is charged at over 4%, while I receive a paltry 0.05% on my \$50,000 money market account, used for emergencies.

I have no figures on how many in our Valley would be classed as middle income VS. upper class, but I urge you to study however many households have had to apply for monetary relief for their utility bills, and whether the curve is inching dramatically upward. I suspect that it is.

We need relief from these ever-increasing rate hikes, and kindly ask that your view of the business needs of APS be suspect, and adjudge if they really require a nearly 6% rate increase.

Thank you for your attention.

Deborah Kepler

Sent from my iPad

Investigation

E-01345A-16-0036

Arizona Corporation Commission
Utilities Complaint Form

Date:	Analyst:	Submitted By:	Type:
8/17/2016	Roxanne Best	Email	Investigation

Comments noted for record and docketed. Closed.
